

LISTING OF THE CLAIMS

The following listing, if entered, replaces all prior versions of the claims in the present application.

1-22. (Cancelled)

23. **(Currently Amended)** A method of inter-module communication comprising:

forming a message, wherein

said forming comprises

inserting customer relations management system information and
other customer relations management system information
into said message,

configuring said message to be pushed from a customer relations
management system by encoding at least a portion of said
message in a markup language,

receiving an incoming customer support request at said customer
relations management system, wherein said customer
relations management system receives said incoming
customer support request from a channel driver in
communication with a communications channel, and

causing said customer relations management system to route said
incoming customer support request ~~as a work item~~ to an
agent ~~using said message~~,

**said causing routes said incoming customer support request to said
agent as a work item,**

said causing routes said work item using said message,

**said causing comprises pushing said message from said customer
relations management system,**

**said pushing is performed in response to said receiving said incoming
customer support request,**

said customer relations management system information comprises at least one of agent information and work item information, said agent information comprises information regarding said agent, said work item information comprises information regarding said work item, said other customer relations management system information is other than said agent information and said work item information, and said other customer relations management system information comprises at least one of a command, a request and a notification.

24. (Previously Presented) The method of claim 23, wherein said notification comprises at least one of notification of an event and autonomously provided information.
25. (Original) The method of claim 24, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.
26. (Original) The method of claim 23, further comprising: communicating said message from a commerce server to a universal queuing system.
27. (Previously Presented) The method of claim 23, further comprising: forming said command, wherein said other customer relations management system information comprises said command and said command is defined such that a module receiving said message performs an operation.
28. (Previously Presented) The method of claim 23, further comprising: forming said request, wherein said other customer relations management system information comprises said request and said request is configured to cause a module receiving said message to reply with requested customer relations management system information.

29. (Previously Presented) The method of claim 23, further comprising:
forming said notification, wherein said other customer relations management
system information comprises said notification, and said notification is
generated by a module generating said message.
30. (Previously Presented) The method of claim 23, wherein
said message defines a function, and
said function is one of an agent-related function, a work item-related function, a
statistics-related function and an administrative function.
31. (Original) The method of claim 30, wherein
said agent-related function is initiated by one of an AgentLogin command, an
AgentLogout command, an AgentInitAuBWork command, an
AgentAllMediaAvailable command, a ChangeAgentMediaMode
command, a ChangeAgentSkill command, a RequestAgentState request, a
RequestAgentMediaMode request, a RequestSystemState request, a
RequestAgentWorkableList request, a RequestWorkItemAssignment
request, a RequestAgentWorkItemList request and a
RequestAgentMediaState request.
32. (Original) The method of claim 30, wherein
said work item-related function is initiated by one of an AddWorkItem command,
a RequestWorkItemStatus request, an AcceptWorkItem command, a
RejectWorkItem command, a CompleteWorkItem command, a
WrapUpWorkItemResponse command, a WrapCompleteWorkItem
command, an HoldWorkItem command, an UnHoldWorkItem command,
a BlindTransferWorkItemToAgent command, a
TransferWorkItemToAgent command and a TransferWorkItemToRoute
command.

33. (Original) The method of claim 30, wherein said statistics-related function is initiated by one of a SetChannelStatInterval command, a SetRouteStatInterval command, a StartAgentStat command, a StopAgentStat command and a GetSystemStatistics request.
34. (Original) The method of claim 30, wherein said administrative function is initiated by one of a UQOpenConnection command, a UQReopenConnection command, a UQInitRules command, a UQReplaceRules command and a UQDisconnect command.
35. (Previously Presented) The method of claim 30, further comprising: sending said message.
36. (Previously Presented) The method of claim 35, further comprising: receiving said message.
37. **(Currently Amended)** A computer system comprising:
a processor;
computer readable storage medium coupled to said processor; and
computer code, encoded in said computer readable storage medium, configured to cause said processor to:
form a message, wherein
said forming comprises
inserting customer relations management system information and other customer relations management system information into said message,
configuring said message to be pushed from a customer relations management system by encoding at least a portion of said message in a markup language,
receiving an incoming customer support request at said customer relations management system, wherein said customer relations management system receives said incoming customer support request from a channel driver in communication with a communications channel, and

causing said customer relations management system to route said incoming customer support request ~~as a work item~~ to an agent ~~using said message~~,
said causing routes said incoming customer support request to said agent as a work item,
said causing routes said work item using said message,
said causing comprises pushing said message from said customer relations management system,
said pushing is performed in response to said receiving said incoming customer support request,

said customer relations management system information comprises at least one of agent information and work item information,
 said agent information comprises information regarding said agent,
 said work item information comprises information regarding said work item,
 said other customer relations management system information is other than said agent information and said work item information, and
 said other customer relations management system information comprises at least one of a command, a request and a notification.

38. (Previously Presented) The computer system of claim 37, wherein said notification comprises at least one of notification of an event and autonomously provided information.

39. (Previously Presented) The computer system of claim 38, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

40. (Previously Presented) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:
- communicate said message from a commerce server to a universal queuing system.
41. (Previously Presented) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:
- form said command, wherein said other customer relations management system information comprises said command and said command is defined such that a module receiving said message performs an operation.
42. (Previously Presented) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:
- form said request, wherein said other customer relations management system information comprises said request and said request is configured to cause a module receiving said message to reply with requested customer relations management system information.
43. (Previously Presented) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:
- form said notification, wherein
 - said other customer relations management system information comprises said notification, and
 - said notification is generated by a module generating said message.
44. (Previously Presented) The computer system of claim 37, wherein said message defines a function, and
- said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.
45. (Previously Presented) The computer system of claim 44, wherein said computer code is further configured to cause said processor to:
- send said message.

46. **(Currently Amended)** A computer program product comprising:
a first set of instructions, executable on a computer system, configured to form a message, wherein
said first set of instructions comprises
a first subset of instructions, executable on a computer system,
configured to insert customer relations management system information and other customer relations management system information into said message,
a second subset of instructions, executable on a computer system,
configured to configure said message to be pushed from a customer relations management system, wherein said second subset of instructions comprises
a first sub-subset of instructions, executable on a computer system, configured to encode at least a portion of said message in a markup language,
a third subset of instructions, executable on a computer system,
configured to receive an incoming customer support request at said customer relations management system, wherein said customer relations management system receives said incoming customer support request from a channel driver in communication with a communications channel, and
a fourth subset of instructions, executable on a computer system,
configured to cause said customer relations management system to route said incoming customer support request ~~as~~
~~a work item~~ to an agent ~~using said message~~,
said causing routes said incoming customer support request to said agent as a work item,
said causing routes said work item using said message,

said causing comprises pushing said message from said customer relations management system,
said pushing is performed in response to said receiving said incoming customer support request,

said customer relations management system information comprises at least one of agent information and work item information,
 said agent information comprises information regarding said agent,
 said work item information comprises information regarding said work item,
 said other customer relations management system information is other than said agent information and said work item information, and
 said other customer relations management system information comprises at least one of a command, a request and a notification; and
 computer readable storage media, wherein said computer program product is encoded in said computer readable storage media.

47. (Previously Presented) The computer program product of claim 46,
 wherein

said notification comprises at least one of notification of an event and autonomously provided information.

48. (Previously Presented) The computer program product of claim 47,
 wherein

said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

49. (Previously Presented) The computer program product of claim 46,
 wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to communicate said message from a commerce server to a universal queuing system.

50. (Previously Presented) The computer program product of claim 46, wherein said computer program product further comprises:
a second set of instructions, executable on said computer system, configured to form said command, wherein said other customer relations management system information comprises said command and said command is defined such that a module receiving said message performs an operation.

51. (Previously Presented) The computer program product of claim 46, wherein said computer program product further comprises:
a second set of instructions, executable on said computer system, configured to form said request, wherein said other customer relations management system information comprises said request and said request is configured to cause a module receiving said message to reply with requested customer relations management system information.

52. (Previously Presented) The computer program product of claim 46, wherein said computer program product further comprises:
a second set of instructions, executable on said computer system, configured to form said notification, wherein
said other customer relations management system information comprises
said notification, and
said notification is generated by a module generating said message.

53. (Previously Presented) The computer program product of claim 46, wherein
said message defines a function, and
said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

54. (Previously Presented) The computer program product of claim 53, wherein said computer program product further comprises:
a second set of instructions, executable on said computer system, configured to send said message.

55. (Currently Amended) An apparatus comprising:

a processor; and

means for inter-module communication comprising means for forming a message,

wherein

said means for inter-module communication is communicatively coupled to said processor,

said means for forming comprises

means for inserting customer relations management system

information and other customer relations management

system information into said message, ~~wherein said~~

~~message is pushed from said customer relations~~

~~management system as a result of said customer~~

~~relations management system receiving an incoming~~

~~customer support request and said incoming customer~~

~~support request being routed as a work item to an~~

~~agent;~~ and

means for configuring said message to be pushed from a customer

relations management system, ~~wherein~~

said means for configuring comprises a means for encoding at least a

portion of said message in a markup language,

means for pushing said message from said customer relations

management system,

said means for pushing is configured to push said message in response

to receipt of said incoming customer support request,

said means for pushing is configured to route said message to an agent

as a work item,

said customer relations management system information comprises at least

one of agent information and work item information,

said agent information comprises information regarding said agent,

said work item information comprises information regarding said work

item,

said other customer relations management system information is other

than said agent information and said work item information, and

said other customer relations management system information comprises
at least one of a command, a request and a notification.

56. (Previously Presented) The apparatus of claim 55, wherein said notification comprises at least one of notification of an event and autonomously provided information.
57. (Previously Presented) The apparatus of claim 56, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.
58. (Previously Presented) The apparatus of claim 55, further comprising: means for communicating said message from a commerce server to a universal queuing system.
59. (Previously Presented) The apparatus of claim 55, further comprising: means for forming said command, wherein said other customer relations management system information comprises said command and said command is defined such that a module receiving said message performs an operation.
60. (Previously Presented) The apparatus of claim 55, further comprising: means for forming said request, wherein said other customer relations management system information comprises said request and said request is configured to cause a module receiving said message to reply with requested customer relations management system information.
61. (Previously Presented) The apparatus of claim 55, further comprising: means for forming said notification, wherein said other customer relations management system information comprises said notification, and said notification is generated by a module generating said message.

62. (Previously Presented) The apparatus of claim 55, wherein said message defines a function, and said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

63. (Previously Presented) The apparatus of claim 62, further comprising: means for sending said message.

64. (Previously Presented) The apparatus of claim 63, further comprising: means for receiving said message.

65. (Currently Amended) A method comprising: receiving a message, wherein

at least a portion of said message is encoded in a markup language, said receiving comprises

receiving said message from a customer relations management system upon said message being pushed from said customer relations management system, ~~wherein said message is pushed from said customer relations management system as a result of said customer relations management system receiving an incoming customer support request, and said incoming customer support request being routed as a work item to an agent,~~

extracting customer relations management system information and other customer relations management system information from said message, and

decoding said at least said portion of said message in said markup language,

said message is pushed from said customer relations management system as a result of said customer relations management system

receiving an incoming customer support request,

**identifying an agent to perform said incoming customer
support request, and
routing said incoming customer support request as a
work item to said agent,**

said message is configured to provide inter-module communications by virtue of

said message comprising said customer relations management system information and said other customer relations management system information,

said customer relations management system information comprising at least one of agent information and work item information,

said agent information comprising information regarding said agent,

said work item information comprising information regarding said work item,

said other customer relations management system information being other than said agent information and said work item information, and

said other customer relations management system information comprising at least one of a command, a request and a notification.

66. (Previously Presented) The method of claim 65, wherein said notification comprises at least one of notification of an event and autonomously provided information.
67. (Previously Presented) The method of claim 66, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.
68. (Previously Presented) The method of claim 65, wherein

said receiving of said command occurs at a universal queuing system.

69. (Previously Presented) The method of claim 65, further comprising:
performing an operation in response to receiving said command, wherein said
other customer relations management system information comprises said
command.
70. (Previously Presented) The method of claim 65, further comprising:
replying with requested customer relations management system information in
response to receiving said message, wherein said other customer relations
management system information comprises said request.
71. (Previously Presented) The method of claim 65, wherein
said other customer relations management system information comprises said
notification, and
said notification is generated by a module generating said message.
72. (Previously Presented) The method of claim 65, wherein
said message defines a function, and
said function is one of an agent-related function, a work item-related function, a
statistics-related function and an administrative function.
73. (Currently Amended) A computer system comprising:
a processor;
computer readable storage medium coupled to said processor; and
computer code, encoded in said computer readable storage medium, configured to
cause said processor to:
receive a message, wherein
at least a portion of said message is encoded in a markup language,
said computer code configured to cause said processor to receive
comprises
computer code configured to cause said processor to receive said
message from a customer relations management system upon
said message being pushed from said customer relations

management system, ~~wherein said message is pushed from said customer relations management system as a result of said customer relations management system receiving an incoming customer support request, and said incoming customer support request being routed as a work item to an agent,~~

computer code configured to cause said processor to extract customer relations management system information and other customer relations management system information from said message, and

computer code configured to cause said processor to decode said at least said portion of said message in said markup language, said message is pushed from said customer relations management system as a result of said customer relations management system

receiving an incoming customer support request, identifying an agent to perform said incoming customer support request, and routing said incoming customer support request as a work item to said agent,

said message is configured to provide inter-module communications by virtue of

said message comprising said customer relations management system information and said other customer relations management system information,

said customer relations management system information comprising at least one of agent information and work item information, said agent information comprising information regarding said agent, said work item information comprising information regarding said work item,

said other customer relations management system information being other than said agent information and said work item information, and

said other customer relations management system information comprising at least one of a command, a request and a notification.

74. (Previously Presented) The computer system of claim 73, wherein said notification comprises at least one of notification of an event and autonomously provided information.

75. (Previously Presented) The computer system of claim 74, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

76. (Previously Presented) The computer system of claim 73, wherein said receiving of said command occurs at a universal queuing system.

77. (Previously Presented) The computer system of claim 73, wherein said computer code is further configured to cause said processor to:
perform an operation in response to receiving said command, wherein said other customer relations management system information comprises said command.

78. (Previously Presented) The computer system of claim 73, wherein said computer code is further configured to cause said processor to:
reply with requested customer relations management system information in response to receiving said message, wherein said other customer relations management system information comprises said request.

79. (Previously Presented) The computer system of claim 73, wherein said other customer relations management system information comprises said notification, and
said notification is generated by a module generating said message.

80. (Previously Presented) The computer system of claim 73, wherein said message defines a function, and said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

81. (Currently Amended) A computer program product comprising: a first set of instructions, executable on a computer system, configured to receive a message, wherein at least a portion of said message is encoded in a markup language, said first set of instructions comprises

a first subset of instructions, executable on a computer system, configured to receive said message from a customer relations management system upon said message being pushed from said customer relations management system, ~~wherein said message is pushed from said customer relations management system as a result of said customer relations management system receiving an incoming customer support request, and said incoming customer support request being routed as a work item to an agent,~~

a second subset of instructions, executable on a computer system, configured to extract customer relations management system information and other customer relations management system information from said message, and a third subset of instructions, executable on a computer system, configured to decode said at least said portion of said message in said markup language,

said message is pushed from said customer relations management system as a result of said customer relations management system receiving an incoming customer support request, identifying an agent to perform said incoming customer support request, and

**routing said incoming customer support request as a
work item to said agent.**

said message is configured to provide inter-module communications by virtue of

said message comprises customer relations management system information and other customer relations management system information,

said customer relations management system information comprises at least one of agent information and work item information, said agent information comprises information regarding said agent, said work item information comprises information regarding said work item,

said other customer relations management system information is other than said agent information and said work item information, and

said other customer relations management system information comprises at least one of a command, a request and a notification; and

computer readable storage media, wherein said computer program product is encoded in said computer readable storage media.

82. (Previously Presented) The computer program product of claim 81, wherein

said notification comprises at least one of notification of an event and autonomously provided information.

83. (Previously Presented) The computer program product of claim 81, wherein
said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.
84. (Previously Presented) The computer program product of claim 81, wherein
said receiving of said command occurs at a universal queuing system.
85. (Previously Presented) The computer program product of claim 81, wherein said computer program product further comprises:
a second set of instructions, executable on said computer system, configured to perform an operation in response to receiving said command, wherein said other customer relations management system information comprises said command.
86. (Previously Presented) The computer program product of claim 81, wherein said computer program product further comprises:
a second set of instructions, executable on said computer system, configured to reply with requested customer relations management system information in response to receiving said message, wherein said other customer relations management system information comprises said request.
87. (Previously Presented) The computer program product of claim 81, wherein
said other customer relations management system information comprises said notification, and
said notification is generated by a module generating said message.

88. (Previously Presented) The computer program product of claim 81, wherein

said message defines a function, and

said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

89. (Currently Amended) An apparatus comprising:

a processor; and

means for receiving a message, wherein

said means for receiving is communicatively coupled to said processor,

at least a portion of said message is encoded in a markup language,

said means for receiving comprises

means for receiving said message from a customer relations management system upon said message being pushed from said customer relations management system, ~~wherein said message is pushed from said customer relations management system as a result of said customer relations management system receiving an incoming customer support request, and said incoming customer support request being routed as a work item to an agent,~~

means for extracting customer relations management system information and other customer relations management system information from said message, and

means for decoding said at least said portion of said message in said markup language,

said message is pushed from said customer relations management system as a result of said customer relations management system receiving an incoming customer support request, identifying an agent to perform said incoming customer support request, and

**routing said incoming customer support request as a
work item to said agent.**

said message is configured to provide inter-module communications by virtue of

said message comprising said customer relations management system information and said other customer relations management system information,

said customer relations management system information comprising at least one of agent information and work item information,

said agent information comprising information regarding an agent,

said work item information comprising information regarding a work item,

said other customer relations management system information being other than said agent information and said work item information, and

said other customer relations management system information comprising at least one of a command, a request and a notification.

90. (Previously Presented) The apparatus of claim 89, wherein said notification comprises at least one of notification of an event and autonomously provided information.
91. (Previously Presented) The apparatus of claim 90, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.
92. (Previously Presented) The apparatus of claim 89, wherein said receiving of said command occurs at a universal queuing system.

93. (Previously Presented) The apparatus of claim 89, further comprising:
means for performing an operation in response to receiving said command,
wherein said other customer relations management system information
comprises said command.
94. (Previously Presented) The apparatus of claim 89, further comprising:
means for replying with requested customer relations management system
information in response to receiving said message, wherein said other
customer relations management system information comprises said
request.
95. (Previously Presented) The apparatus of claim 89, wherein
said other customer relations management system information comprises said
notification, and
said notification is generated by a module generating said message.
96. (Previously Presented) The apparatus of claim 89, wherein
said message defines a function, and
said function is one of an agent-related function, a work item-related function, a
statistics-related function and an administrative function.
- 97-98. (Cancelled)
99. (Cancelled)
100. (New) The method of claim 23, wherein forming a message further
comprises:
packaging and un-packaging said customer relations management system
information and said other customer relations management system
information using a data transfer protocol.

101. (New) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:
- package and un-package said customer relations management system information and said other customer relations management system information using a data transfer protocol.
102. (New) The computer program product of claim 46, wherein said first set of instructions further comprises:
- a fifth subset of instructions, executable on said computer system, configured to package and un-package said customer relations management system information and said other customer relations management system information using a data transfer protocol.
103. (New) The apparatus of claim 55, wherein said means for forming further comprises:
- means for packaging and un-packaging said customer relations management system information and said other customer relations management system information using a data transfer protocol.